



## **MGT 307-01E Operations Management**

Fall 2022  
College of Business

**Instructor:** Dr. Mojtaba Salarpour

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**Office:** COB 302

**Office Hours:** Any time by appointment. Please send me an email whenever you have a question, and I will get back to you as soon as possible.

Communication Response Time: 24 hours

### **Course Information**

This course is an introduction to the concepts, principles, problems, and practices of operations management. In this course, students will use qualitative and quantitative information to design, manage, and improve the production of goods and delivery of services. Emphasis is on managerial processes for effective operations in both goods-producing and service-rendering organizations.

**Text:** Reading materials are provided.

**Software:** MS Excel, MS PowerPoint, MS Word, SAP S4/HANA.

**Course Format:** This course is Face-to-Face and Web-based. You will find the majority of the information and materials that you will need to complete the course in this syllabus and on the D2L learning management system.

**Minimal Technical Skills Needed:** Using the D2L learning management system; using Microsoft Word, Excel, and PowerPoint; and using SAP S4/HANA (web access required). You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu).

#### **COB Student Learning Objectives:**

1. Students will demonstrate proficiency in spoken communications by delivering clear and well-structured business presentations.
2. Students will demonstrate proficiency in written communications by creating clear and well-structured business documents.
3. Students will identify and evaluate ethical business issues.
4. Students will identify and evaluate global business challenges.
5. Students will be analytical problem solvers in various business environments.

*The syllabus/schedule are subject to change.*

| Student Learning Outcomes (SLOs) | Objectives - After successfully completing this course, students will be able to:   | Objectives will be measured as follows:  |
|----------------------------------|---|--|
| 5                                | Use qualitative and quantitative information to design the production of goods or delivery of services.   | <ul style="list-style-type: none"> <li>▪ Forecasting Assignment</li> <li>▪ Sequencing Assignment</li> <li>▪ Scheduling Assignment</li> </ul> |
| 5                                | Use qualitative and quantitative information to manage the production of goods or delivery of services.   | <ul style="list-style-type: none"> <li>▪ Forecasting Assignment</li> <li>▪ Sequencing Assignment</li> <li>▪ Scheduling Assignment</li> </ul> |
| 5                                | Use qualitative and quantitative information to improve the production of goods or delivery of services.  | <ul style="list-style-type: none"> <li>▪ Forecasting Assignment</li> <li>▪ Sequencing Assignment</li> <li>▪ Scheduling Assignment</li> </ul> |
| 5                                | Use SAP to manage the production of goods and delivery of services.   | SAP tasks.   |
| 5                                | The student will know the major tasks associated with managing the production of goods and delivery of services.  | <ul style="list-style-type: none"> <li>▪ Content Assignments</li> <li>▪ Exams</li> </ul>   |
| 5                                | Use data to make visual representations that support decision-making. <ul style="list-style-type: none"> <li>▪ The student will use pivot tables to summarize data.</li> <li>▪ The student will make histograms to summarize data.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Exams</li> </ul>  |

### Homework Assignments

Each lesson presents you with assignments pertaining to the concepts presented. Homework assignments will be announced on D2L.

### SAP Tasks

These allow you to get familiar with using SAP software and count as one of the courses needed to obtain the SAP Student Recognition Award. You must complete three courses with the SAP component to receive the SAP Student Recognition Award. Your grade for these assignments is based on the percentage of the Case Study Steps that you complete.

### Exams

There are 3 exams in this course. Exams are NOT cumulative.

**Grading Policy:** The course grade is based on Homework assignments, SAP assignments, Attendance, and three Exams.

Final grades in this course will be based on the following scale:

|   |                                   |                      |     |
|---|-----------------------------------|----------------------|-----|
| A | $90 \leq \text{Final grade}$      | Homework assignments | 30% |
| B | $80 \leq \text{Final grade} < 90$ | SAP assignments      | 30% |
| C | $70 \leq \text{Final grade} < 80$ | Exams                | 30% |
| D | $60 \leq \text{Final grade} < 70$ | Attendance           | 10% |
| F | Final grade < 60                  |                      |     |

Incomplete - Must be previously agreed upon by student and instructor.

Withdrawal - Must be initiated by the student administratively.

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**Format and Naming Convention:** Place your “LastnameFirstname” in the file name of all submitted documents. Example: “LastnameFirstname\_Assignment\_1.docx”. Include your Name and MGT 307 Section 01E on all assignments.

**Due Dates and Times:** Assignments are due at the date and time listed in MyLeoOnline (D2L). All the dates and times are in **CST**.

Assignments must be submitted to D2L either in **MS Word, Excel, PowerPoint, or PDF format**.

**Late Policy:** Late assignments are not accepted. If you do not meet the deadline, you will receive a 0 for that assignment.

**Make-up Exams or Late Assignments** are only accepted if you obtain **university-approved documentation for your excuse**. There are no make-up assignments for poor performance on a previous assignment.

**Further details on all assignments and grade components will be provided in MyLeoOnline (D2L) and in class.**

**Course Schedule:** A course schedule is included at the end of this syllabus

**SYLLABUS SUBJECT TO CHANGE STATEMENT:**

I anticipate that we will follow the schedule I have outlined in this syllabus, but I may make adjustments based on what actually happens in class. I may also change the basis for the course grade (if I need to eliminate an assignment or something of that nature). If I do so, I will inform you in writing. Remaining in the course after reading this syllabus will signal that you accept the possibility of changes and responsibility for being aware of them.

**STATEMENT ON ACADEMIC INTEGRITY:**

Academic honesty is the foundation of the university community. Cheating, plagiarism, or other acts of academic dishonesty compromise the integrity of the academic process and community and are subject to disciplinary action. For this class, plagiarism will result in automatic failure (final course grade of F). **An academic honesty policy has been posted under the Assignments tab. You should read this document, initial it, and submit it in D2L.**

**SPECIAL NEEDS/REASONABLE ACCOMMODATIONS:**

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Student Disability Resources & Services  
Texas A&M University-Commerce  
Waters Library Room 162

Phone (903) 886-5150 or (903) 886-5835 Fax (903) 468-8148

[StudentdisabilityServices@TAMUC.edu](mailto:StudentdisabilityServices@TAMUC.edu)

**CAMPUS CONCEALED CARRY STATEMENT:**

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are

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otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations. For a list of locations, please refer to (<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAnd Students/34.06.02.R1.pdf>) and/or consult your event organizer). Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903- 886-5868 or 9-1-1.

**TENETS OF COMMON BEHAVIOR STATEMENT:**

All students enrolled at the university shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment (See current Student Handbook).

**UNIVERSITY NONDISCRIMINATION STATEMENT:**

A&M-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained

**COURSE POLICIES AND INSTRUCTOR EXPECTATIONS:**

Students are required to meet the expectations listed below:

**Professional Behavior:** It is important that you maintain a professional demeanor at all times, including during “electronic communication”. Texas A&M University-Commerce expects this from you, as do current and future employers. Since so much communication in the workplace is “electronic”, this course will be a good place to practice interacting in a manner appropriate to a professional setting. In particular, take special care when posting and responding to discussion board questions:

- **Regular and Timely Attendance and Participation:** You are expected to attend all scheduled classes and log onto MyLeoOnline regularly. It is the responsibility of each student to keep up with the scheduled readings, discussions, and assignments/exams.
- **Changes to Schedule:** While I plan to stick to the class schedule, there might be occasions to modify the schedule. In these cases, all changes will be announced via MyLeoOnline and e-mail. It is your responsibility to become aware of any such changes.
- **E-mail:** Routinely check your Texas A&M University-Commerce email account. This is my primary mechanism for communicating outside of the class and MyLeoOnline. Additionally, I check my e-mail several times a day, so this is the best way to reach me. I strive to respond to any email within 24 hours (even if it is just to acknowledge receipt of the email while I continue to work on the request).

**Schedule (subject to minor changes)**

| <b>Week /<br/>Monday Date</b> | <b>Topics</b>   | <b>Assignment</b> |
|-------------------------------|---|-------------------|
| Week 1,<br>Aug 29             | Course Overview,<br>Topic 1. Introduction to Operations Management Concepts                                     | Academic Honesty  |
| Week 2,<br>Sep 5              | <u>Monday: Holiday - Labor Day - No Class</u><br>Wed & Fri: Topic 1. Intro to OM Concepts, Topic 2. Forecasting | HW 1              |
| Week 3,<br>Sep 12             | Topic 2. Forecasting  | HW 2              |
| Week 4,<br>Sep 19             | Topic 3. Sequencing   | HW 3              |
| Week 5,<br>Sep 26             | Monday & Wednesday: Topic 4. Inventory Management<br><b>Friday: Exam 1 (Topic 1, Topic 2, Topic 3)</b>          |                   |
| Week 6,<br>Oct 3              | Topic 4. Inventory Management<br>Topic 5. Supply Chain  | HW 4              |
| Week 7,<br>Oct 10             | Topic 5. Supply Chain   | HW 5              |
| Week 8,<br>Oct 17             | Monday & Wednesday: Topic 6. Quality Management<br><b>Friday: Exam 2 (Topic 4, Topic 5)</b>                     |                   |
| Week 9,<br>Oct 24             | Topic 6. Quality Management<br>Topic 7. Scheduling  | HW 6              |
| Week 10,<br>Oct 31            | Topic 7. Scheduling<br>Topic 8. Facilities layout   | HW 7              |
| Week 11,<br>Nov 7             | Topic 8. Facilities layout<br>SAP Navigation  | HW 8              |
| Week 12,<br>Nov 14            | <b>Wednesday: Exam 3 (Topic 6, Topic 7, Topic 8)</b><br>SAP Navigation  |                   |
| Week 13,<br>Nov 21            | SAP Navigation<br><u>Friday: Holiday - Thanksgiving Break</u>   |                   |
| Week 14,<br>Nov 28            | SAP Sales and Distribution  |                   |
| Week 15,<br>Dec 5             | SAP Sales and Distribution  |                   |

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